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CLAIMS

1. A method of gathering, processing, storing, and displaying information concerning a complex business situation comprising the steps of:

   providing a graphical user interface for entering data concerning said complex business situation;

   refining said data in a predetermined, stepwise manner through user interaction with said graphical user interface;

   generating, through said stepwise manner and said graphical user interface, a list of effective actions for addressing said complex business situation; and

   storing said data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval in performing said steps of refining and generating.

2. A computer program product comprising computer readable program code fixed on a computer readable medium operable to receive, process, store, and display information concerning a complex business situation comprising:

   computer readable program code for providing a graphical user interface for entering data concerning said complex business situation;

   computer readable program code for refining said data in a predetermined, stepwise manner through user interaction with said graphical user interface;

   computer readable program code for generating a list of effective actions for addressing said complex business situation through use of said computer readable program code for refining said data; and

   computer readable program code for storing said data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval by said

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computer readable program code for refining said data and said computer readable program code for generating said list.

5    3.    An apparatus for gathering, processing, storing, and displaying information concerning a complex business situation comprising:

a graphical display device operable to provide a graphical user interface for entering data concerning said

10   complex business situation;

a digital input device for entering said data;

a first memory for storing said data for indexed retrieval;

a processor for refining said data stored in said

15   first memory in a predetermined, stepwise manner through user interaction with said graphical user interface and said digital input device;

a second memory having a set of instructions operable by said processor to generate, through said stepwise

20   manner and said graphical user interface, a list of effective actions for addressing said complex business situation; and

a third memory operable to store said entered data and said refined data in an indexed and normalized form in

25   a knowledge base adapted for structured query and retrieval.